Performance in and Communications : First 13 Weeks





Develop

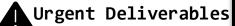
७ Weeks 4-9

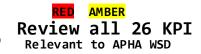


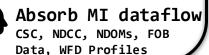
Review

(5) Weeks 10-13











Deep dive into RED & AMBER KPI Issues
Root Cause ID, Accurate WFD profiling, Endemic Disease TB



Proactive Performance Reporting

Working closely with DG, team leads for continuous process improvement, and higher accuracy in local reporting



Identify and deliver Quick MI Wins
Visible progress would build confidence in ongoing initiatives,
and illuminate challenges to implement comprehensive changes



Audit Outbreak Management Information Systems

Ensure updated information is available to facilitate decision making for local leadership



Systems for Regular Average Performance Monitoring

Develop dashboards, execute flexible and improved processes which are ready for evolving reporting demands from seniors

Start working on Longterm improvement Plans



To implement changes which address systemic data capture issues specific to Wales Service Delivery



Engage Stakeholders

Audit guidelines, content, surveys, and reports

List Priorities
for upcoming weeks



→ Wales Stakeholder Engagement Strategy

Evaluate, coordinate and organise feedback sessions to further improve existing strategies



CS People Survey Engagement Analysis

Develop future initiatives, report and advise WFD managers and senior leaders



Develop Content to Inform Target Audience

Collaborate with DEFRA, Welsh Govt., APHA comms. to create new content, and plug gaps in existing communications



Continuous engagement and feedback loop



Ensure ongoing feedback from teams about new processes and performance initiatives to meet all stakeholder needs

Sustainable Communication Framework



Maintain transparency, ensure agility and implement approaches which keep everyone informed and engaged